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The processing activities of OCR had a history replete with change. Wedded at first to the use of EAM equipment to assist in the information retrieval of masses of material, OCR had to be convinced that no amount of improvement in the existing system would fit into the modern world of the computer. Mounting backlogs in most areas, the enormous growth of the files, and the simultaneous experiments with several systems, impeded customer service. These were internal OCR Stet pressures for change in processing techniques.

From above OCR there were important shifts in philosophy and practice, with resultant pressures. First there was the stress on improving cost-effectiveness which demanded streamlining operating procedures. Then there were severe manpower reductions together with drastic curtailment of overtime, which made maintaining the status quo impossible. Finally, in realization that something had to give, OCR was ordered to cut back processing and reference services to other agencies. Though most of OCR tradition had to be revised, one fact first-nate remained immutable - without processing there can be no service.